Equal Accessibility

TeleBraille

Deafblind relay users often use TTYs equipped with TeleBraille. Specially trained relay operators are familiar with deafblind users and trained to provide effective solutions to their calling needs.

Text Pacing:

This feature is specific to TeleBraille users. During the calls, the relay operator will type at a regular pace. The message comes across on the user's TeleBraille at a rate of 15 words per minute. This allows the user to achieve a more readable rhythm. It is set at this default words-per-minute rate unless the deafblind user requests increased or decreased rates of text in increments of five words per minute.

7•1•1
800•648•6056
kentuckyrelay.com/telebraille

How to Make a TeleBraille Phone Call:

Deafblind user types the conversation to relay operator. Relay operator voices the typed message to voice user.

Relay operator types the voice user's conversation to Deafblind user. Deafblind user "reads" the conversation through a TeleBraille device.

Spanish Relay

Kentucky Relay also provides the service in Spanish. TTY users can type in Spanish and the conversations will be relayed in Spanish or English. TTY users can also request Spanish-to-English or English-to-Spanish translation. To make a Spanish relay call, dial the Kentucky Relay number and instruct the relay operator how you want your call translated.

7•1•1
866•490•4403
(Spanish to Spanish)
866•648•5946
(Spanish to English)
kentuckyrelay.com/spanish

How to Make a Spanish Relay Call:

Relay operator voices TTY user's typed message in Spanish to voice user.

Relay operator relays voice user's spoken words in Spanish by typing them back to TTY user.

Talk With Ease

Speech-to-Speech

Speech-to-Speech (STS) allows a person with a speech disability to voice his/her comments. A specially trained Kentucky Relay operator will listen and repeat the speech-disabled user's comments to the called party. You do not need special equipment to use this service.

7•1•1

888•244•6111

877•787•1989 (Customer Service)

kentuckyrelay.com/sts

How to Make an STS Phone Call:

STS user talks to voice User.

Relay operator re-voices STS user's conversation to voice user.

Voice user talks directly back to STS user.

My Email Set Up

This new feature makes call set-up easy for anyone with a speech disability.

In making the call set-up more efficient, Kentucky Relay now offers **My Email Set Up**. Now, an STS user can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions to help make the call easier.

For more information about My Email Set Up, go to **www.kentuckyrelay.com/myemailsetup**
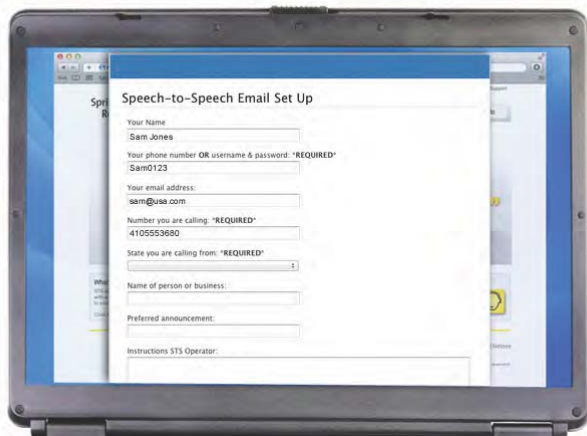
My Wireless *STS

A new national wireless solution for STS users.

While 711 has been implemented across the nation, it's often difficult or time consuming to reach STS when not at home. Sprint has implemented a national wireless short code for STS to make it easier to place or receive STS calls. Simply dial *787 (*STS) from any Sprint wireless phone to be connected with a Sprint STS relay operator.

Please note that this service is only available on the Sprint wireless network at this time.

For more information about My Wireless *STS, contact STS Customer Support at 877-787-1989 or visit **www.sprintsts.com/mywireless**

Listen With Clarity

Hearing Carry-Over

Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types the conversation for the relay operator to voice to the standard telephone user.

7•1•1

800•648•6056

kentuckyrelay.com/hco

How to Make an HCO Phone Call:

HCO user types the conversation to relay operator.

Relay operator voices VCO user's typed message to voice user.

Voice user talks directly to HCO user.

HCO to TTY

HCO users can listen while the relay operator is voicing the TTY user's typed message. The HCO user types the conversation directly to the TTY user.

HCO user types the message directly to TTY user.

TTY user types the message to the relay operator.

Relay operator voices TTY user's typed message to HCO user.

HCO to HCO

HCO users can contact other HCO users. The relay operator will voice to both parties what is typed on each user's TTY.

HCO user #1 types the conversation to relay operator. Relay operator voices the typed message by HCO user #1 to HCO user #2.

HCO user #2 types the conversation to HCO user #1. Relay operator voices the typed message by HCO user #2 to HCO user #1.

Talk With Confidence

Voice Carry-Over

Voice Carry-Over (VCO) is a service that enables a hard-of-hearing or deaf user to speak directly to the hearing person.

When a hearing person speaks to the VCO user, the relay operator will serve as his/her "ears" and type everything said that will appear on a TTY or text display equipment.

7•1•1

866•648•5926

kentuckyrelay.com/vco

How to Make a VCO Phone Call:

1 VCO user talks to voice user directly.

2 After VCO user says, "Go Ahead", it is voice user's turn to respond.

3 Voice user talks to VCO user while the relay operator types voice user's message.

4 VCO user reads the message on the TTY or text display equipment.

The relay operator specializes in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you no longer have to specify your call type to the operator.

VCO to TTY

The relay operator will type what the Voice Carry-Over user says to the TTY User. The message that the TTY user types will go directly to the VCO user's TTY or text display equipment.

VCO user talks to TTY user via relay operator.

Relay operator types VCO user's conversation to TTY user. TTY user reads the message on the TTY screen.

TTY user types messages to VCO user's TTY or text display equipment.

VCO to VCO

The relay operator will serve as both Voice Carry-Over users' "ears" and type what the other person says. This is for people who have a VCO phone without a text display equipment or don't wish to type.

VCO user #1 talks to VCO user #2. Relay operator types VCO user #1's conversation to VCO user #2.

VCO user #2 reads the message on the TTY screen or text display equipment.

VCO user #2 talks to VCO user #1. Relay operator types conversation back to VCO user #1.

Two-Line Voice Carry-Over

Two-line VCO allows a deaf or hard-of-hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses.

How to Make a Two-Line VCO Phone Call:

1. Dial the Kentucky Relay number on line #1 and type, "TWO LINE VCO PLS CALL ME BACK ON (provide VCO user's telephone number on line #2)".

2. The relay operator will call VCO user back on line #2. Pick up the line #2 phone and then press the flash button or switch-hook to obtain a second dial tone.

3. Dial voice user's number.

4. Press the flash button or switch-hook to reconnect the operator to being VCO user's conversation.

5. While the 1st phone line is connected to relay operator, VCO user speaks directly to voice user on the 2nd phone line.

6. Voice user talks to VCO user.

7. Relay operator types voice user's message to VCO user.

8. VCO user reads text message on the TTY via the 1st line while listening to voice user on the 2nd line.

Read, Listen, and Talk

CapTel®

CapTel users place a call in the same way they would when using a traditional phone by dialing the number directly. The CapTel phone automatically connects to Kentucky's captioning relay service as you dial on a one or two-line phone.

When the other person speaks, you can hear his/her voice and also read the spoken comments on your CapTel phone display screen.
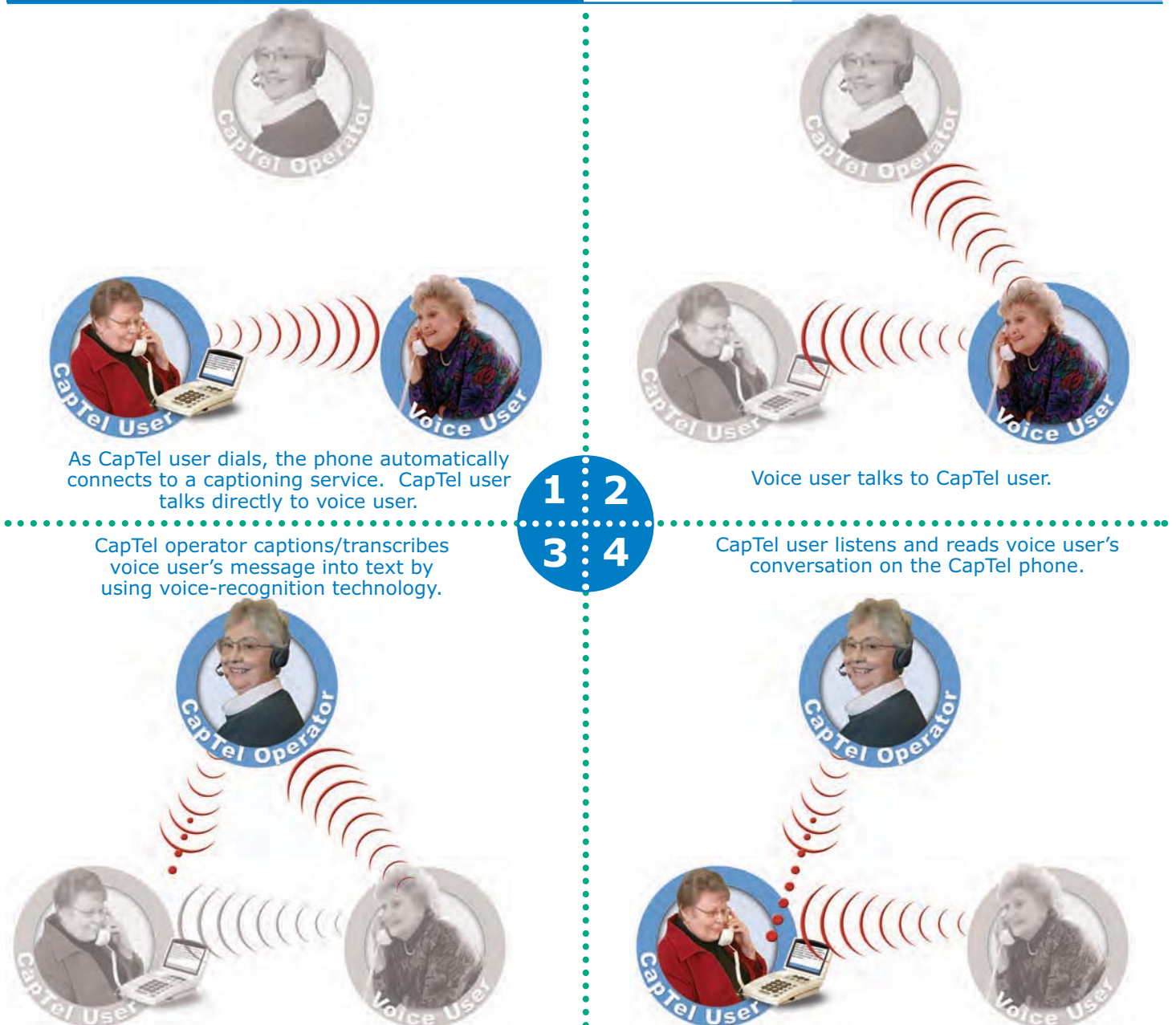
CapTel is an acronym for captioned telephone.

For CapTel Callers: **Dial the person you are calling directly**

For Hearing Callers:
877•243•2823

kentuckyrelay.com/captel

How to Make a CapTel Phone Call:

1 As CapTel user dials, the phone automatically connects to a captioning service. CapTel user talks directly to voice user.

2 Voice user talks to CapTel user.

3 CapTel operator captions/transcribes voice user's message into text by using voice-recognition technology.

4 CapTel user listens and reads voice user's conversation on the CapTel phone.

** CapTel users are responsible for their own long-distance charges. However, there is no charge for using the CapTel service. For information on how to qualify for a CapTel phone contact the Kentucky Commission on the Deaf and Hard of Hearing's Telecommunications Access Program (TAP) at: 502-573-2604 (TTY/Voice) An application is available online at: **www.kcdhh.ky.gov/oea/howapply.html**

WebCapTel®

WebCapTel is a service that allows a who prefers to speak on the phone to read the spoken comments on a web browser during the call and be able to use any kind of phone to hear the voice from the other person.

A WebCapTel user would place and receive calls while logged on the Internet: www.sprintcaptel.com

For WebCapTel Callers:
www.sprintcaptel.com

For Hearing Callers:
800•933•7219

kentuckyrelay.com/webcaptel

How to Make a WebCapTel Phone Call:

1 WebCapTel user speaks directly to Voice user on the telephone.

2 Voice user speaks directly to WebCapTel user.

3 The Sprint Captioned Telephone operator transcribes Voice user's spoken message into text (captions) using voice-recognition technology.

4 WebCapTel user listens to Voice user on the telephone while reading captions of the conversation on a display screen.

Connect Beyond Boundaries

Internet Relay

Sprint IP Relay is a free service offered to deaf and hard-of-hearing individuals. This service allows them to place relay calls over the Internet via their computer or laptop. Per FCC regulations, international calls are not allowed. International calls will either be blocked or terminated.
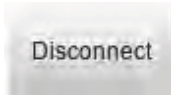
IMPORTANT:

Users are required to register a 10-digit phone number at mysprintrelay.com. Without the 10-digit number, you will not be able to make or receive Internet Relay calls.

Registration is not required when making emergency 911 calls.
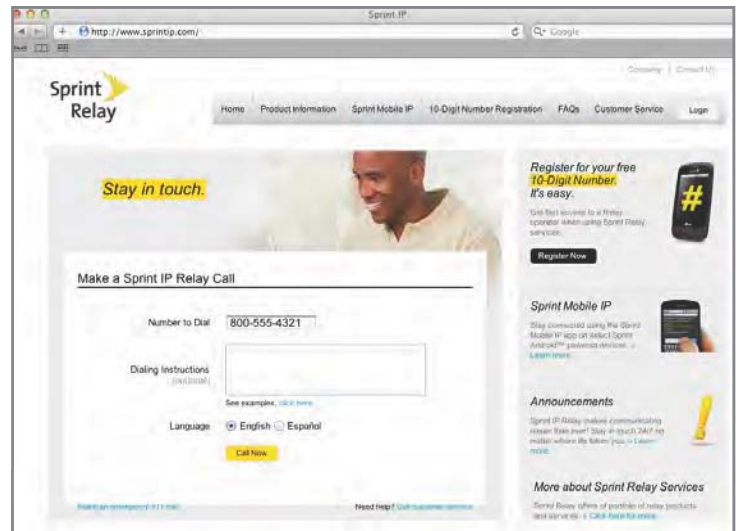
How to Make an Internet Relay Call:

1. Connect at: **www.sprintip.com**

2. Type in the phone number you wish to call.

3. Click on the yellow "Call Now" button.

   Call Now

4. The relay operator will dial the number.

5. The relay operator will relay the conversation to and from your computer/laptop.

6. Type "GA" at the end of each message.

7. When you finish the conversation, type "SK".

8. Click on the gray "Disconnect" button on the upper left of the screen.

   Disconnect

9. The message "Your call has been disconnected. Thank you for using Sprintip.com" appears on the screen letting you know that the call has been disconnected.

Anytime, Anywhere, Anyhow

Instant Message Relay

You can place and receive Instant Message Relay calls from your wireless device (i.e.; BlackBerry or smartphone) or any computer (Windows-based or Mac) using AOL Instant Messenger® (AIM), or Google Talk® (GTalk).

Back and forth communication takes place in a snap and you have only your fingertips to slow you down.

IMPORTANT:

Users are required to register a 10-digit phone number at **mysprintrelay.com**. Without the 10-digit number, you will not be able to make or receive Instant Message Relay calls.

How Does IM Relay Work:

- Add to your Contact List:
    - AIM: **SprintIP**
    - GTalk: **SprintIPRelay**
- Type **Espanol** to connect with a Spanish-language relay operator.
- Type **Help** to connect with Sprint Relay Customer Service.
- Type **M** for Menu.

TTY Payphone

The Federal Communications Commission (FCC) issued an order of access to relay services through public payphones.

The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Kentucky Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

7•1•1

800•648•6056

Answering Machine Retrieval

The TTY user can request the relay operator to **retrieve voice messages** from the answering machine.

Kentucky Relay **DOES NOT** enter a "CALL TO" number.

1. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.

2. Place the phone handset back on the TTY and type "GA."

3. Relay operator will type your messages.

7•1•1

800•648•6056

900 Services

Kentucky Relay provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

NOTE:

The caller is responsible for direct billing.

How to Make 900 Phone Call:

1. Relay users dial a separate toll-free 900 number to connect with Kentucky Relay.

2. Relay operator will dial the requested outbound 900 or 800 Pay-Per-Call service number.

3. Upon connection to the 900 number, billing procedures will begin.

900•230•5369

NOTE:

Billing procedures may apply differently depending upon the pay-per-call service called.

For further assistance with 900 calls, call Kentucky Relay 24-hour Customer Service at 800-676-3777 (TTY/Voice)

Directory Assistance

Kentucky Relay will relay **Directory Assistance (DA)** calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the relay operator will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Kentucky Relay or dial directly from TTY to TTY.

International Calls

Kentucky Relay allows you to place and receive calls to and from **anywhere in the world** (using English or Spanish).

Callers from a country outside the United States may also access Sprint Relay via 605-224-1837.

605•224•1837

ASCII

Computer users can access Kentucky Relay directly. **ASCII Split Screen** is designed to allow high-speed ASCII computer users and relay operators to type their conversations which can be viewed on split windows. ASCII users and voice users can interrupt the relay operator if needed.

If your computer has 1200 Baud or up, use these settings:
- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

If your computer has 300 Baud or below, use these setting:
- 8 Bits
- No Parity
- 1 Stop Bit
- Half Duplex

7•1•1

800•648•6056

Equipment Distribution Program

Telecommunications Access Program (TAP) is a program within Kentucky Commission on the Deaf and Hard of Hearing (KCDHH) that enables individuals to lead more independent lives by providing specialized equipment for communication.

TAP provides free telephone equipment to eligible Kentuckians who are deaf, hard of hearing, deaf-blind, or who have a speech, visual, mobility or cognitive impairment that prevents them from using a standard telephone. TAP of Kentucky is funded by a surcharge on all access (both wired and wireless) lines throughout the Commonwealth of Kentucky.

What Type of Equipment is Available?

The program provides a range of assistive telephone equipment, including:

- amplified telephones
- TTYs
- captioned telephones
- wireless devices

Who Qualifies for the Program?

Kentucky residents who have phone service in their homes and a certified disability that causes difficulty using a standard telephone are qualified. A professional must certify that the individual would benefit from assistive telephone equipment.

For more information:
www.kentuckyrelay.com/tap

An application is available online at:
www.kcdhh.ky.gov/oea/whatequip.html

DIAL 711 KENTUCKY RELAY

Kentucky Relay	www.kentuckyrelay.com
Voice Caller	7-1-1 or 800-648-6057
TTY/TeleBraille Caller	7-1-1 or 800-648-6056
Voice Carry-Over	7-1-1 or 866-648-5926
Hearing Carry-Over	7-1-1 or 800-648-6056
Speech-to-Speech	7-1-1 or 888-244-6111
Spanish-to-Spanish	7-1-1 or 866-490-4403
Spanish-to-English	7-1-1 or 866-648-5946

	TTY Users	7-1-1 800-648-6056 For more information: **www.kentuckyrelay.com/tty**
	Hearing Users	7-1-1 800-648-6057 For more information: **www.kentuckyrelay.com/voice**
	TeleBraille Relay	7-1-1 800-648-6056 For more information: **www.kentuckyrelay.com/telebraille**
	Spanish Relay	7-1-1 866-490-4403 (Spanish-to-Spanish) 866-648-5946 (Spanish-to-English) For more information: **www.kentuckyrelay.com/spanish**
	Voice Carry-Over (VCO)	7-1-1 866-648-5926 For more information: **www.kentuckyrelay.com/vco**
	Hearing Carry-Over (HCO)	7-1-1 800-648-6056 For more information: **www.kentuckyrelay.com/hco**
	Speech-to-Speech (STS)	7-1-1 888-244-6111 877-787-1989 (Customer Service for STS only) For more information: **www.kentuckyrelay.com/sts**
	Internet Relay	www.sprintip.com For more information: **www.kentuckyrelay.com/iprelay**
	CapTel®	For CapTel Caller: Dial the person you are calling directly For Hearing Callers: 877-243-2823 For more information: **www.kentuckyrelay.com/captel**
	WebCapTel®	For WebCapTel Caller: Login at www.sprintcaptel.com For Hearing Callers: 800-933-7219 For more information: **www.kentuckyrelay.com/webcaptel**
	900 Services	900-230-5369 For more information: **www.kentuckyrelay.com/900**
	Kentucky Relay Customer Service	800-676-3777 (TTY/Voice/ASCII) 800-676-4290 (Español - TTY/Voz/ASCII) Sprint.TRSCustServ@sprint.com (E-mail)

KY Relay Website	www.kentuckyrelay.com
Kentucky Relay Customer Service	**800-676-3777 (TTY/Voice)** **800-676-4290 (Español)** **Sprint.TRSCustServ@sprint.com (E-mail)**
CapTel® Customer Service	**888-269-7477 (TTY/Voice)** **866-670-9134 (Español)** **captel@captel.com (E-mail)**
Speech-to-Speech Customer Service	**877-787-1989**

- **Cut the card.**
- **Put in your wallet.**
- **Use it when you call someone via Kentucky Relay.**

Greetings, Kentucky!

The Sprint Relay team is thrilled to provide relay services for the citizens of and visitors to the State of Kentucky, effective March 1, 2011. A long history in the relay communications business demonstrates our strong commitment. Our ceaseless drive for innovation has been the key to expanding and improving accessible telecommunication options.

We are pleased to offer Spanish to English and Dedicated Voice Carry-Over (VCO), two new services in Kentucky. The only number that has changed is 1-900.

- 711
- TTY: 1-800-648-6056
- Voice: 1-800-648-6057
- ASCII: 1-800-648-6056
- Dedicated VCO: 1-866-648-5926 (new service)
- Hearing Carry-Over: 1-800-648-6056
- Speech-to-Speech: 1-888-244-6111
- TeleBraille: 1-800-648-6056
- Spanish to Spanish: 1-866-490-4403
- Spanish to English: 1-866-648-5946 (new service)
- 900 (not toll-free)   1-900-230-5369 (new number)

Kentucky Relay Customer Service
- 1-800-676-3777 (Voice/TTY)
- 1-800-676-4290 (Spanish – Voz/TTY)

For more information and to learn about all of the services for you, please visit the new website, www.kentuckyrelay.com.

We are eager to deliver stellar services for Kentucky relay users and to partner with various organizations/agencies throughout the state.

Sincerely,
Emma Danielson
Relay Program Manager, Kentucky
emma.danielson@sprint.com
877.698.5520 (TTY)
217.698.4031 (Voice)

Sprint Relay and Kentucky Relay CONGRATULATE the Kentucky Association for the Deaf on their 43rd Biennial Conference!

Sprint Relay & Kentucky Relay are proud
to provide communication access
to all Kentuckians and visitors.

Just dial 7-1-1 or other telephone numbers:

7 1 1

1-800-648-6056	TTY
1-800-648-6057	Voice
1-866-648-5926	Voice Carry-Over
1-800-648-6056	Hearing Carry-Over
1-888-244-6111	Speech-to-Speech
1-800-648-6056	TeleBraille
1-866-490-4403	Spanish to Spanish
1-866-648-5946	Spanish to English
1-900-230-5369	900 (not toll-free)
1-800-676-3777	Customer Service (TTY/Voice)
1-800-676-4290	Customer Service (Español)

Sprint Relay

www.sprintrelay.com

Kentucky Relay . . . . Dial *7-1-1*

Communicate with anyone, anywhere

www.kentuckyrelay.com

TTY User	Voice User	Carry-Over	CapTel®	Speech-Disabled	Spanish Relay	Customer Service
TTY to Voice: 1-800-648-6056 *TeleBraille:* 1-800-648-6056	*Voice to TTY:* 1-800-648-6057	*Voice Carry-Over:* 1-866-648-5926 *Hearing Carry-Over:* 1-800-648-6056	*Voice to CapTel:* 1-877-243-2823	*Speech-to-Speech:* 1-888-244-6111	*Spanish-to-Spanish:* 1-866-490-4403 *Spanish-to-English:* 1-866-648-5946	1-800-676-3777 *Español:* 1-800-676-4290 *CapTel:* 1-888-269-7477

Dial **7-1-1**
Toll-free

Communicate with any caller 24 hours a day.

DIAL 711
KENTUCKY RELAY

www.kentuckyrelay.com

With Kentucky Relay, dialing 7-1-1 will connect you to a free service which allows effortless communication with people who are deaf, hard of hearing, deaf-blind, speech-disabled, or hearing.

❝ Being able to communicate with hearing clients on the phone has made a huge difference. ❞

❝ 7-1-1 is so easy to remember for making a call to my deaf friends. ❞

Kentucky Relay and Sprint Relay partner to provide this free accessible service for all citizens and visitors of Kentucky.

Relay numbers printed on the reverse.

Sprint Relay

www.sprintrelay.com

DIAL 711
KENTUCKY RELAY

www.kentuckyrelay.com

> *I'm comfortable using the phone again.*

Dial 7-1-1* or use these toll free numbers

TTY	1-800-648-6056
Voice	1-800-648-6057
ASCII	1-800-648-6056
Voice Carry-Over	1-866-648-5926 **(new number)**
Hearing Carry-Over	1-800-648-6056
Speech-to-Speech	1-888-244-6111
TeleBraille	1-800-648-6056
Spanish-to-Spanish	1-866-490-4403
Spanish-to-English	1-866-648-5946 **(new service)**
900 (not toll-free)	1-900-230-5369

** Some office phone systems do not work with 7-1-1.
The above numbers are alternatives customized to callers' needs.*

CapTel®

To call a CapTel® user
- 1-877-243-2823

For more information
- www.kentuckyrelay.com/captel

Kentucky Relay Customer Service

Customer Service:
- 1-800-676-3777 (TTY/Voice)
- 1-800-676-4290 (Español - TTY/Voz)

Internet-based Relay

Video Relay Service
- List of VRS providers
  www.fcc.gov/encyclopedia/trs-providers

Internet Relay Service
- www.sprintip.com
- AIM's buddyname: Sprintip
- Google Talk's buddyname: Sprintiprelay

For more information: **www.kentuckyrelay.com**